

JOB DESCRIPTION

Position: Director of Operations

Direct Supervisor: Executive Director

Location: Charlotte, NC

How to apply: Email resume and cover letter to: jobs@thefoundationfortomorrow.org with the subject line: DOO Application

The Foundation For Tomorrow (TFFT)– Charlotte Office

TFFT is a high-energy and fast-growing international nonprofit that focuses on improving access to education for orphaned and vulnerable children and advocating for quality education. Through comprehensive scholarship and teacher training programs, TFFT is transforming the education landscape in Tanzania. Two highly motivated and results-driven employees and a host of talented volunteers have fueled TFFT's expansion in the US.

TFFT's Philosophy

TFFT believes in the power of education and that education should not dictate an individual's potential. TFFT's strategy for change is multi-lateral, longitudinal, and individualized. Through its Scholarship Program, TFFT equips marginalized children in Tanzania with the education and skills required to reach their potential and have a positive impact on society. While TFFT prioritizes the daily needs of its 94 scholars, TFFT simultaneously works to transform Tanzania's education landscape. TFFT's Teacher Training Program improves the quality of instruction in primary and secondary schools and ensures that schools are child-friendly, non-stigmatizing, gender-sensitive, and supportive of the needs of marginalized children.

TFFT team members constantly examine TFFT's efforts and generate fresh, innovative ideas with the bold vision to improve Tanzania's education system and to increase access to quality primary and secondary education. This is an organization that truly places children at its core, holds them in their hearts, and thoughtfully makes every decision with only the kids' best interest in mind. The TFFT team is proud to see the exponential growth of the TFFT scholars as a result of seven years of TFFT's programs, guidance, and support. Students who entered TFFT's Scholarship Program at age five will soon prepare for mastery of their secondary education, proceed to university, and become leaders of change in their community.

Position Overview

TFFT's dynamic and fast-paced Charlotte office is seeking to add a third full-time task master extraordinaire to the passionate and dedicated US team. It is our hope that

the Director of Operations (DOO) will approach their work with a sense of possibility; see challenges as opportunities for creative problem solving; and take initiative to explore issues and find potential innovative solutions. Because the DOO will simultaneously advance numerous initiatives to promote a results-driven office, it is critical that s/he can successfully balance multiple priorities. This will entail the establishment and implementation of several systems around employee performance and development, finance oversight, data management and reporting, and volunteer and intern mobilization. Through collaboration with every individual who works to advance TFFT's mission (Executive Director, Director of Communication and Donor Development, Managing Director, Program Directors, Board of Directors, interns, and volunteers), this role will be responsible for increasing the effectiveness of surrounding teams in the US and Tanzania.

The DOO will relentlessly pursue the improvement of TFFT's processes and operations, driven by a desire to produce a streamlined workflow and quantifiable measures of success. To be a member of the TFFT family, this person will have sensitivity to diversity in all its forms and will commit to learning from others. S/he will also display persistence and the drive to do whatever it takes to consistently deliver high quality results under tight deadlines and to successfully manage projects through strong organization and detailed work.

CORE RESPONSIBILITIES

Program Operations Management

- Performance and Development
 - Proactively establish methods to monitor team member performance and track progress on development goals for both US and Tanzanian offices
 - Ensure program directors are hitting their target outcomes through core activities and key performance indicators
 - Celebrate team member and program milestones, both big and small
 - Build organizational capacity by seeking and sharing valuable learning opportunities to ensure the growth of each team member
- Policy Creation
 - Formalize TFFT's policies, standards, and procedures for team members, partners, planning committees, volunteers, and interns
 - Monitor and evaluate existing policies and their impact as it relates to TFFT's strategic objectives
 - Create Terms of Reference for TFFT Partners
- Campaign and Event Management
 - Backend execution and administrative support for fundraising campaigns and events

Finance and Budget Oversight and Management

- Budget Tracking and Reporting
 - Monitor expenditures and donations
 - Provide bi-monthly updates on budgeting and cash flow
 - With accountant provide monthly reporting on program expenses

- Liaise with Accountant
 - Code and submit U.S. office expenses
 - Receive and review TZ monthly expense reports
 - Code donations

Donor Database Management, Analysis, & Reporting

- Management
 - Ensure that donations entered in QuickBooks automatically upload to Etapestry
 - Utilize database to develop streamlined system for creation of donor receipts to ensure prompt follow-up by the Director of Communication and Donor Development (DCDD)
 - Update donor profiles with meeting notes
- Analysis and Reporting
 - Collaborate with DCDD to analyze fundraising trends/results and provide related analysis
 - Deliver data output related to direct mail, campaign strategy, and other projects
 - Provide regular and ad hoc reporting to development and program directors (PD)

Talent Development

- Volunteer Coordination
 - Organize volunteers to assist with administrative tasks for events and fundraising campaigns
- Intern Coordination
 - Recruit for US and TZ intern positions
 - Review all applications
 - Coordinate travel and start-up logistics
 - Liaise with Managing Director (MD) and PD to solidify budget, schedule, and lodging

MINIMUM QUALIFICATIONS

- Bachelor's Degree (required); degree in Business, Accounting, or Non-Profit Management (valued)
- Four years experience in a professional environment
- Proficient with Excel
- Previous database experience
- Experience working with budgets
- Experienced user of Microsoft Office products

DESIRED BUT NOT REQUIRED (TFFT'S WISH LIST)

- MBA
- Previous success in development and/or growing an organization or business
- Knowledge of Etapestry
- Experience with and understanding of non-profits
- Knowledge of Wordpress
- Understanding of Photoshop and/or InDesign

KEY COMPETENCIES:

- **Passion for TFFT's mission**
- Excellent project management skills
- Possess excellent organizational skills; demonstrates ability to meet deadlines and manage time effectively
- Meticulous attention to detail and follow-through; performing tasks accurately and efficiently
- Assertive self-starter with a proactive attitude and ability to work independently
- Works as a team player; seeks and acts on feedback as appropriate
- Balances competing priorities while keeping constant sight of overall objectives
- Sensitivity to working with confidential information
- Demonstrates excellent interpersonal skills, performing effectively under pressure and handling difficult situations with poise, judgment, and tact while maintaining a positive, problem-solving attitude
- High degree of flexibility in a demanding, fast-paced, and frequently changing environment
- Displays a high degree of maturity and professionalism at all times, consistent with TFFT's culture/values
- Possess superior problem solving and conflict resolution skills
- Analytical and critical thinker